

WIC Guidance Document

Out of Clinic Certifications

What is needed?

Equipment:

Adult scale

Baby scale

Anthropometric measuring device(s)

Pronto machine and supplies or Hemocue machine and supplies

Laptop with Focus Installed

Signature pad

Secure internet connection (hot spot/wifi)

Cell phone (to take pictures of needed documents if client can't send them independently)

Required WIC Documents:

Request of Information (blank)

Proxy Cards (blank)

Release of Information (blank)

Special Formula Medical Documentation Forms (blank)

Rights and Responsibilities (blank)

Breast Pump Rental Agreements (blank)

Approved Food Flyers

Nutrition Education Materials available to use with participants if necessary

Signed Statements/Affidavits (blank)

Notice of Ineligibility, & Termination Notices (blank) or a plan created to print & mail

eWIC cards & new participant information

WIC Guidance Document

Out of Clinic Certifications

What are the guidelines?

Associated Policies:

- Certifications outside the Normal Clinic walls (220.15) was created to outline the requirements.
- Documenting Proof of Income Sources (215.43) was updated to reference the new policy since the separation of duties is crucial.
- Identification Requirements (220.10) was updated to reference the new policy since the separation of duties is crucial.
- Residency (Address) Requirements (215.50) was updated to reference the new policy since the separation of duties is crucial.
- Issuing Food Instruments (FIs) (225.50) was updated to reference the new policy since the separation of duties is crucial.

Lessons Learned:

1. Accurately tracking clients who are requesting an out of clinic cert who also received early breastfeeding support. We were not able to monitor that through FOCUS so we changed our data entry process within our EHR to reflect the participants that were breastfeeding vs non-breastfeeding. This allowed us to pull an accurate report to reflect that number of clients.
2. Providing proof of eligibility was difficult at first to maintain confidentiality. Families did not always have a way to take picture of their proof provided to the nurse so the nurse was doing this and sending to administration staff. We worked with our IT department to make sure agency phones were secure and could take this information, send to the office, then be permanently deleted from device.
3. Scheduling participants interested in out of clinic certification. All clients are instructed to contact our office as soon as they deliver. When scheduling their postpartum appointment we had been putting them on our regular cert schedules. To avoid holding those clinic spots for clients interested in the out of clinic cert, we decided to make an extra column within FOCUS to capture the participants that were going to be delivering that were interested in an out of clinic cert visit. We did this to avoid having many gaps on our clinic schedule. This also allowed clients to be on the schedule so they wouldn't be missed and/or if they still wanted to come to clinic, they had an appointment for that. It also allows staff to follow up with those participants to see if they have delivered and get them set up with our RN/CPA for out of clinic certification.
4. Scheduling participants within the same family that needed seen at the same time as the out of clinic cert request was challenging. Our focus was to provide the postpartum mom & infant with the certification then, because of scheduling realized that other children were also due for certification and/or NE. Those participants were maintained on our clinic schedule at a time that was convenient for mom. During the scheduling process prior to mom's delivery, mom often leave with 2 appointments – one for older children and one for out of clinic cert.

Progress Reports

The Pilot: Results of FY'2018 and Midyear FY'2019

FY18: YER(Oct17-Sept18)

- **Number of post-partum clients seen per COUNTY:**
 - Webster – 130
 - Hamilton – 21
 - Pocahontas – 4
 - Wright – 10
 - Humboldt – 6
 - Calhoun – 2
 - TOTAL: 173

FY19 – Mid YER(Oct18-March19)

- **Number of post-partum clients seen per COUNTY:**
 - Webster – 70
 - Hamilton – 17
 - Pocahontas – 3
 - Wright – 10
 - Humboldt – 6
 - Calhoun – 2
 - TOTAL: 108

The Pilot: Results of FY'2018 and Midyear FY'2019

FY18: YER (Oct17-Sept19)

- **Number of post-partum clients seen per MONTH:**
 - October – 0
 - November – 0
 - December – 9
 - January – 14
 - February – 18
 - March – 22
 - April – 16
 - May – 25
 - June – 13
 - July – 15
 - August – 22
 - September – 19

FY19: MidYER (Oct28-Mar19)

- **Number of post-partum clients seen per MONTH:**
 - October – 27
 - November – 15
 - December – 13
 - January – 17
 - February – 18
 - March – 18

Ideas for Locations/Growth

Head Start
Preschools
Schools
YMCA
Homeless Shelters
Food Pantries
Federally Qualified Health Center
Free medical clinics
Hospital after delivery
MCAH home visits
Pediatrician offices
OB offices
Family Practice offices
Planned Parenthood clinics
Immunization clinics
Grocery stores
Farmers Market
DHS offices
Health Departments
Churches
Libraries
Daycares
Health Fairs
Rec Centers
Boys and Girls clubs
Community outreach events
Back to School events